

***IN THE UNITED STATES PATENT AND TRADEMARK OFFICE***

Applicants: Timothy W. Giralдин, et al.  
Title: QUEUE MANAGEMENT SYSTEM  
AND METHOD  
Appl. No.: 10/717,052  
Filing Date: November 18, 2003  
Examiner: Nguyen, Nam V.  
Art Unit: 2612  
Confirmation No.: 7452

**REPLY AND AMENDMENT UNDER 1.116**

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action of November 1, 2007, please amend the above-identified application as follows:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks/Arguments** begin on page 10 of this paper.